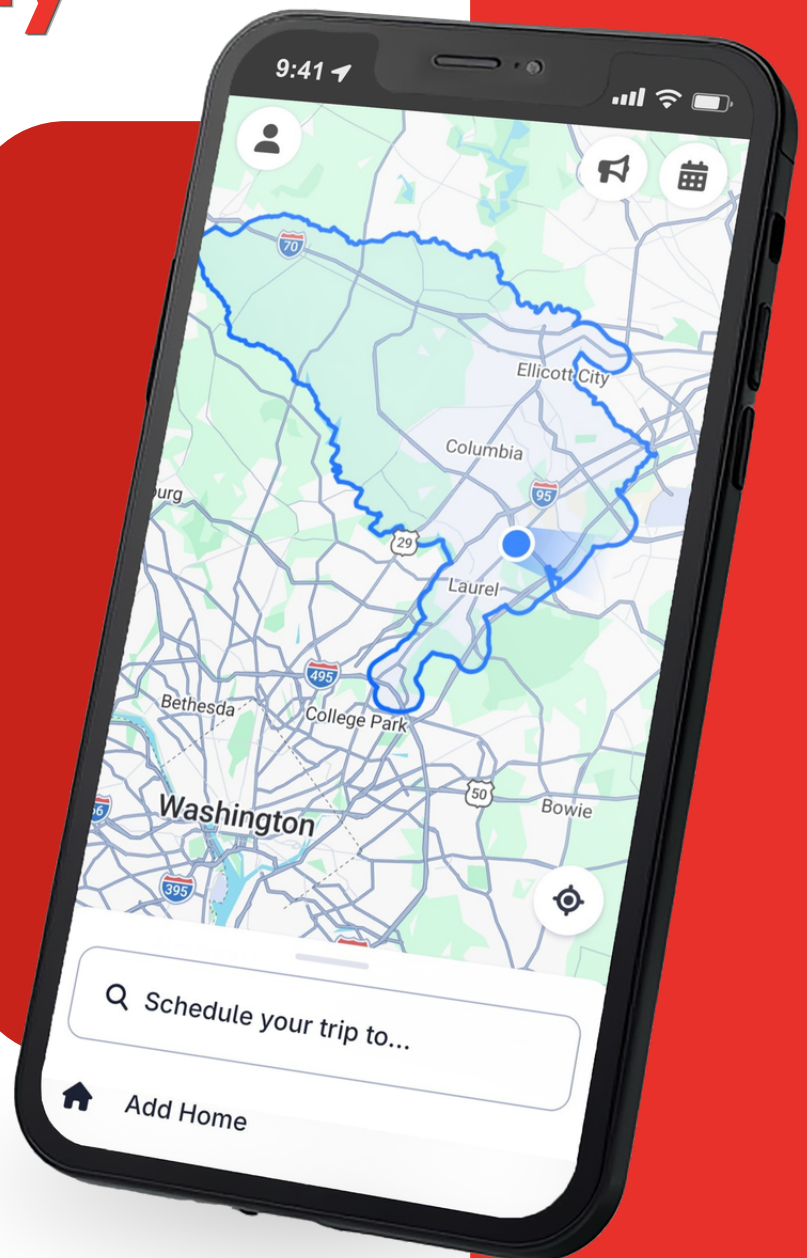




# RTA Mobility App Guide

**Everything  
you need to  
get moving  
with RTA  
Mobility.**



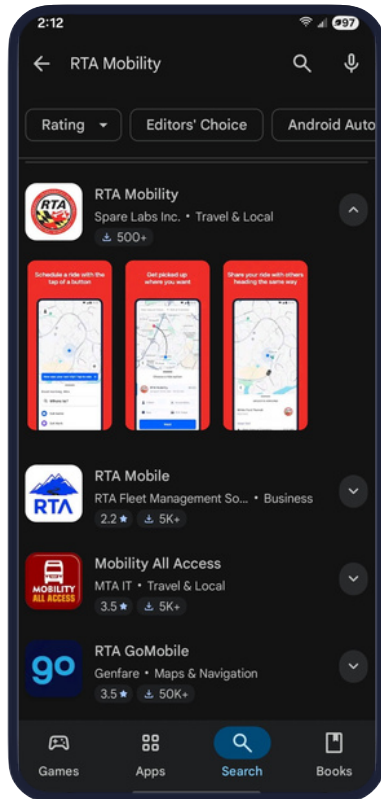
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# Downloading the Rider App



## Find and install the app

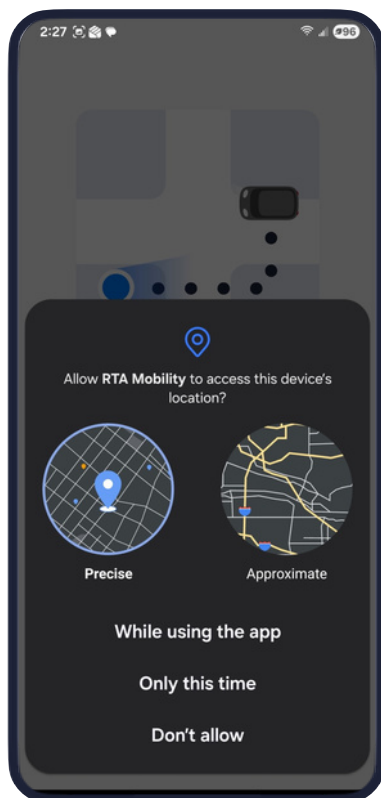
Type in RTA Mobility in the Apple App Store or Google Play Store  
Tap **Get** or **Install** to download the app.

*You may need to enter your Apple ID password.*



## Open the app

Once installed, open the app from your phone's home screen.



## Enable Permission

For the best experience, allow RTA Mobility to use:

- **Location:** Set to "While using the app" to give you accurate pickup and trip details.
- **Notifications:** To get alerts when your ride is on the way.

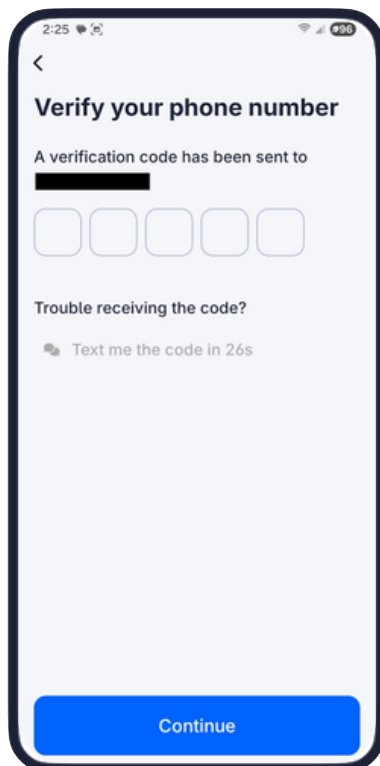
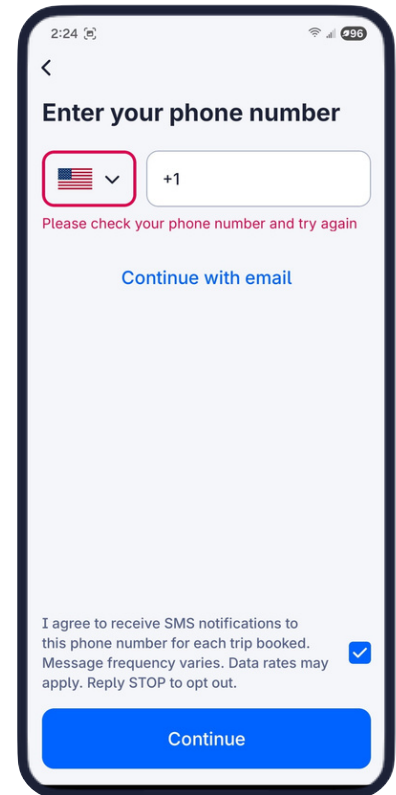
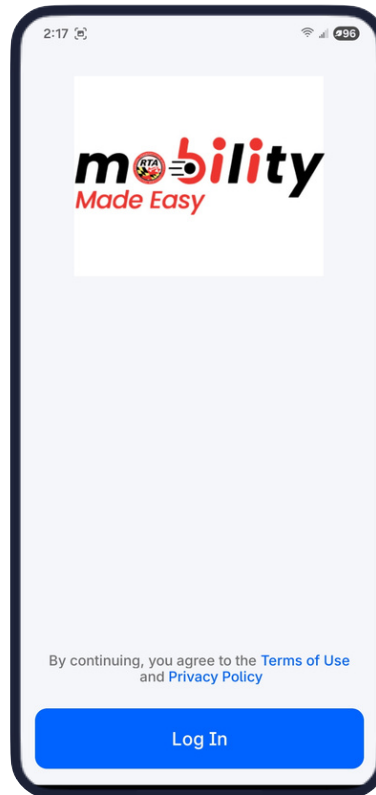




## Log in to an existing account

If you already have an account tap Log In, enter your mobile phone number and tap confirm.

If you do not have an account, please call 800-270-9553 to register for RTA Mobility Services.



## Enter your confirmation code

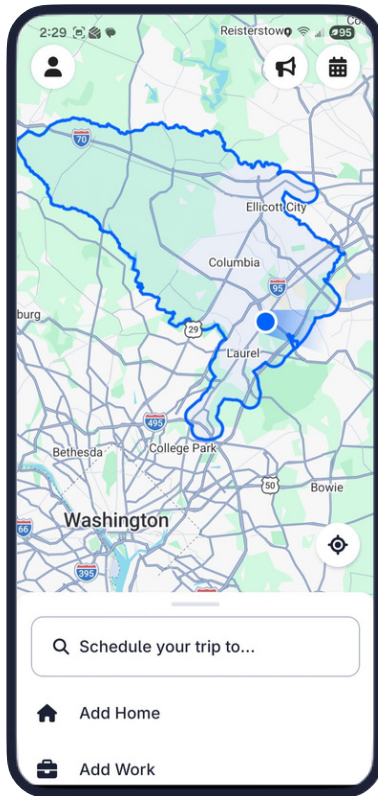
You'll get a 5-digit code by text.  
Enter the code to finish logging in.



## BOOKING A RIDE

# Set pickup and dropoff locations

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## Start Your Booking

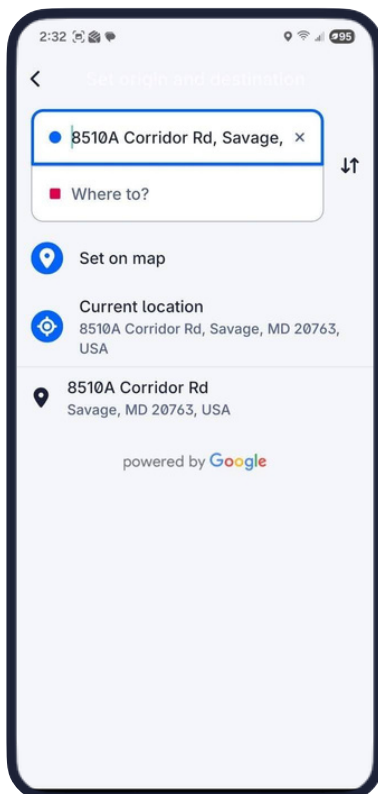
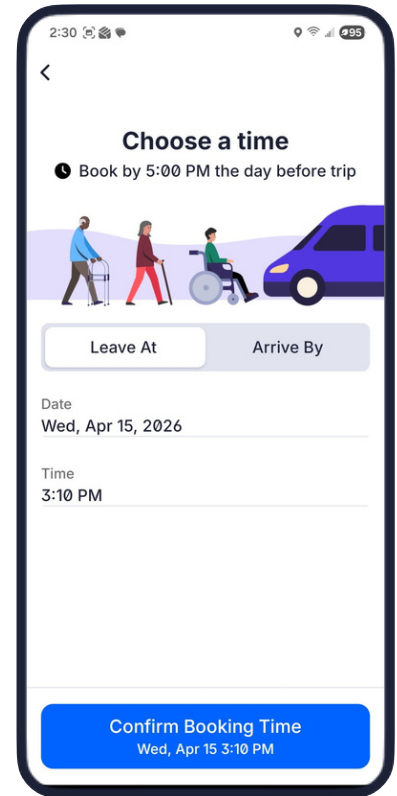
Tap where it says,  
“Schedule your trip to....”



## Pick your Time

Choose a time and date you would like to **leave at** or **arrive by**. Confirm your booking time.

**NOTE:** No same-day trips or reservations are accepted.



## Enter pick up and drop off location

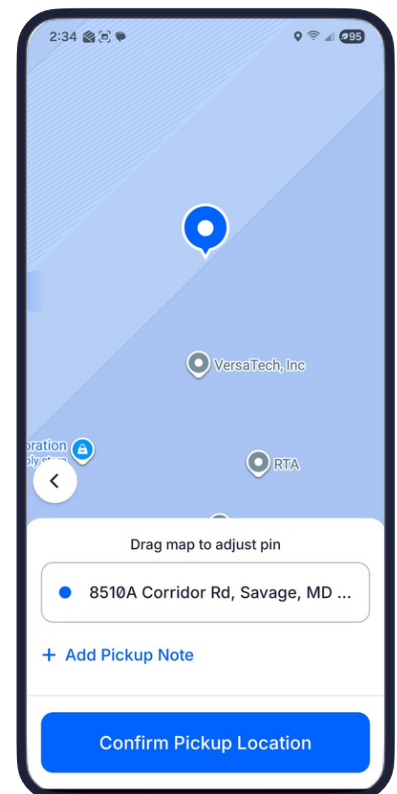
The pickup defaults to your current location.

To change it, just tap the top address bar and enter a different one.



## Confirm pickup point

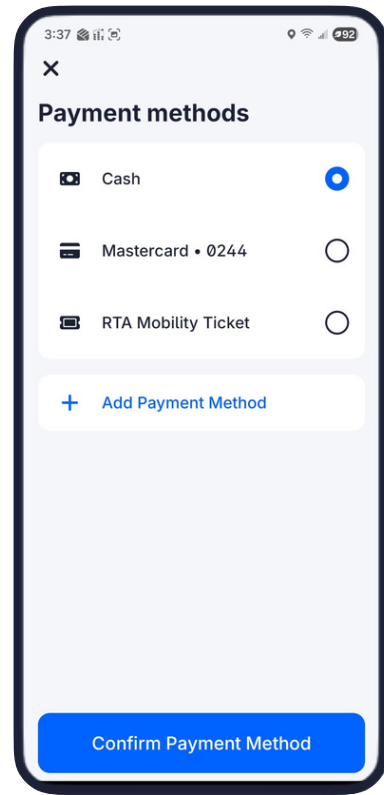
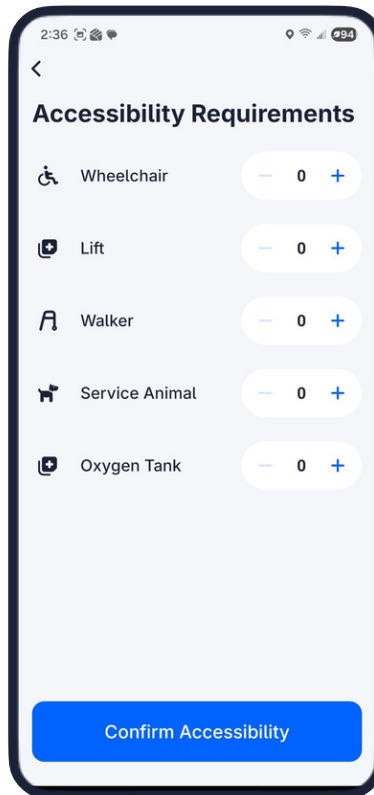
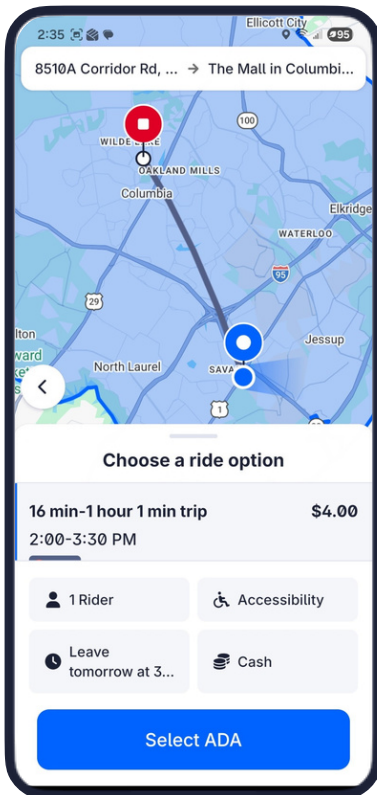
You can also adjust your pickup point by moving the pin on the map to your exact location, making it easy for drivers to find you.



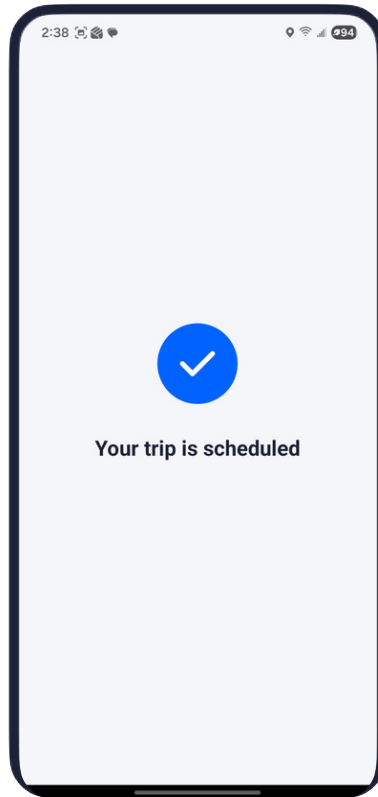
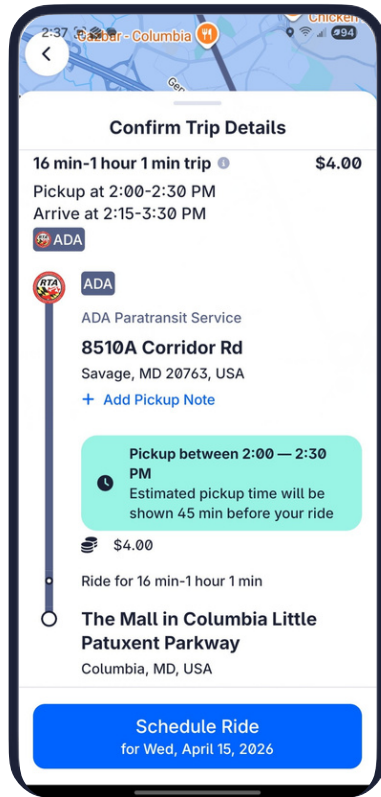


## Customize your ride

1. Choose the next available time to ride, or pick a date/time for later
2. Add number of riders
3. Select accessibility needs like wheelchair or large walkers
4. Pick your payment method (cash, card, ticket, etc.)



# Customize and book your ride

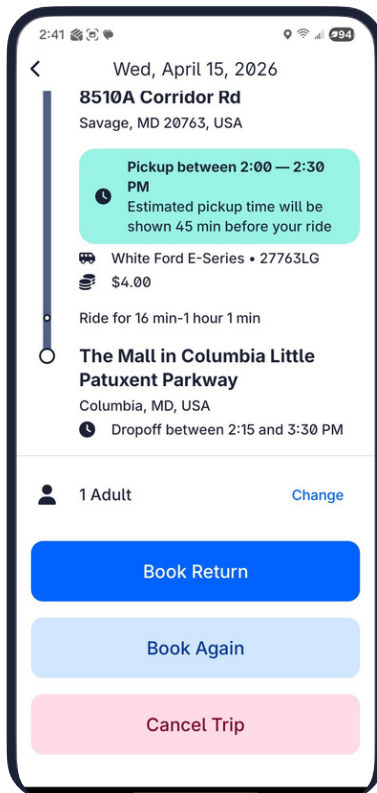


## Book and confirm your ride

The app will show you:

- Estimated arrival times
- Total fare
- Trip duration

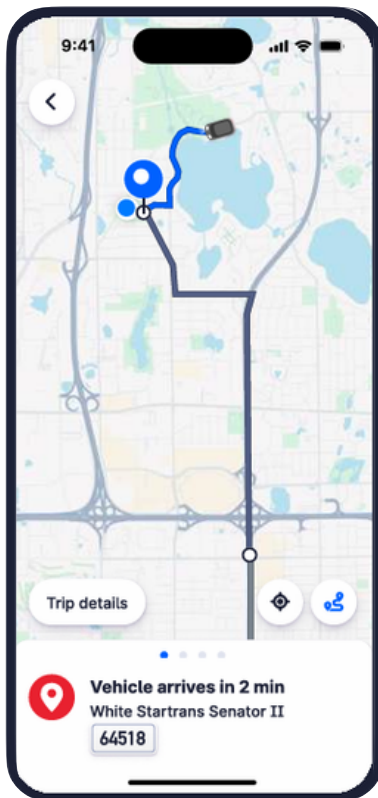
Tap Schedule Ride to confirm.



## Trip Details

You have option to book your return trip, book again, or cancel the trip.





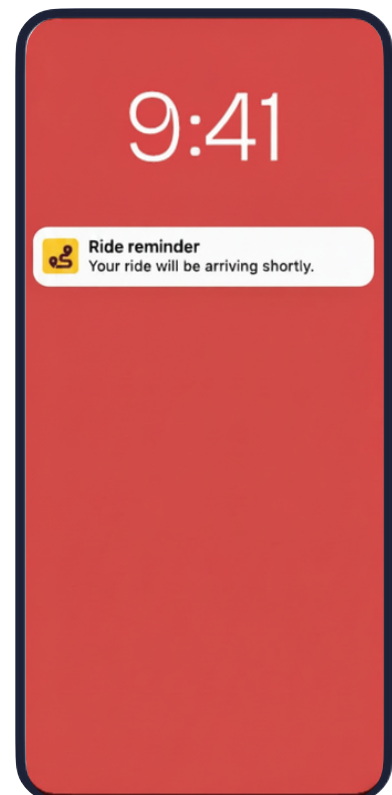
## Track your ride in real time from the trip details screen

Meet your ride at your designated pickup location.



## Get notified when it's time to go

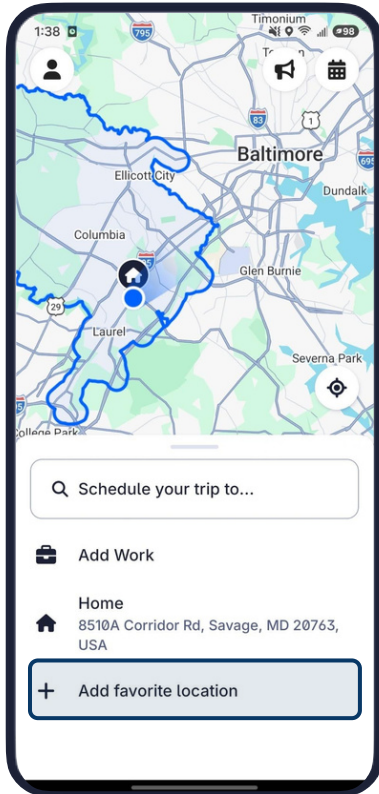
You'll get a notification when your vehicle is almost there, so you know exactly when to head out and what to look for..



## SETTING UP FAVORITE LOCATIONS

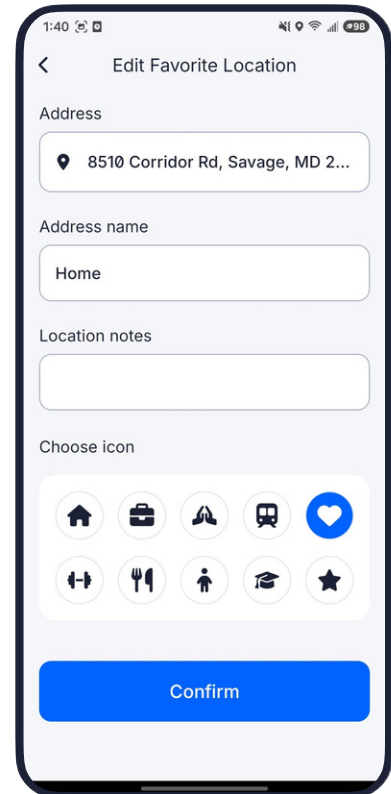
# Save time with saved places

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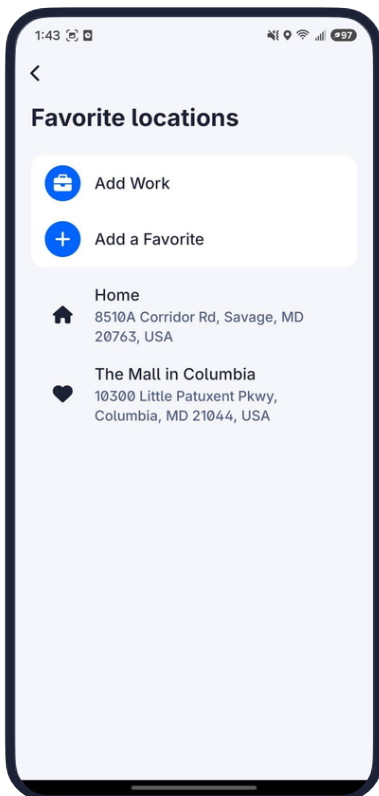
### Add a favorite location

Tap "Add Favorite location" on the home screen.



### Enter location details

Enter the address and give it a name like "Home" or "Work". You can also choose an icon for quick reference.



### Access your favorites anytime

Your favorite locations are just a tap away, they'll appear right on your home screen for quick access.

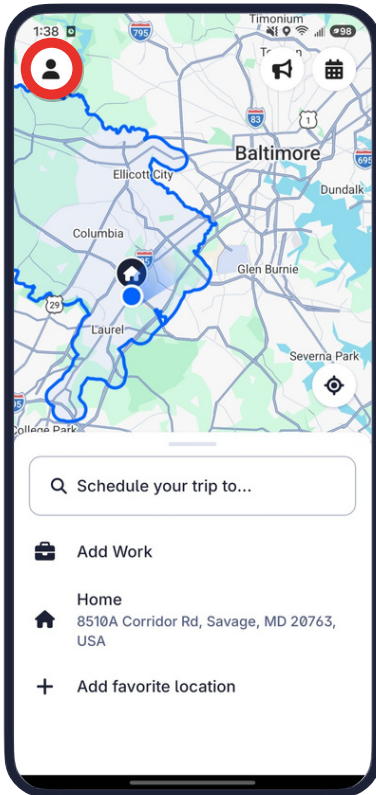
You can also find them anytime by going to your profile:

**Profile icon > Settings > Favorite locations**





## View upcoming or past trips



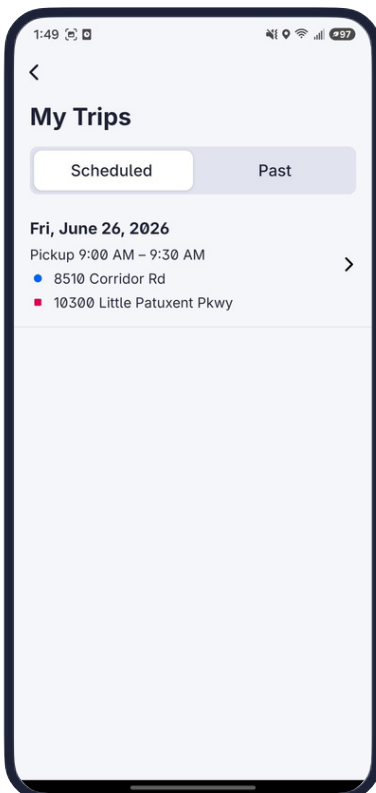
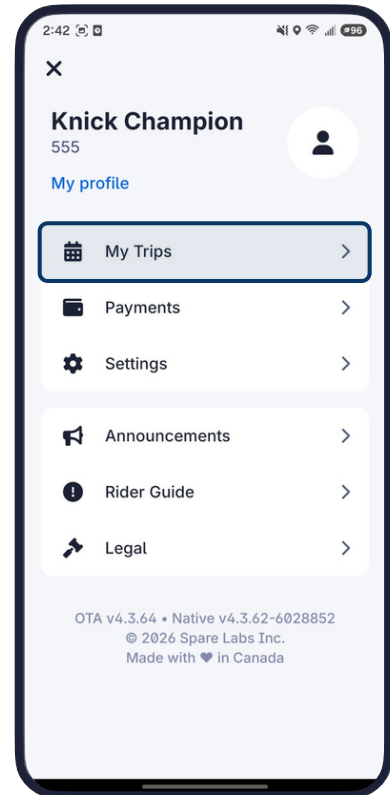
### Go to your profile

Tap your **profile icon** on the upper-left corner of the home screen



### Select "My trips"

Select My trips to view scheduled and past rides



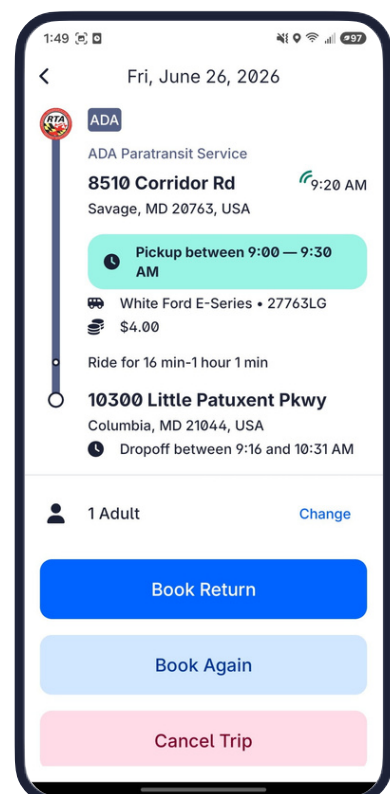
### Manage a scheduled trip

- Select from your Scheduled Trips or Past Trips
- Tap a trip to open the trip details

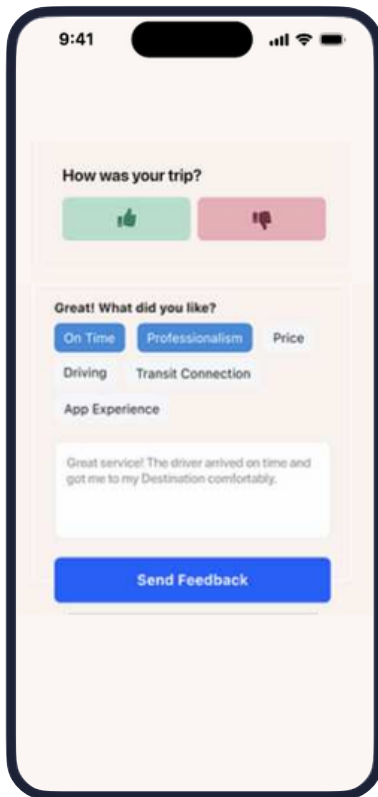


### Cancel a trip

Tap a trip to see the full details  
Scroll down and tap **Cancel Trip** if plans change



## Rate your experience



### After your ride, let us know how we did

After your trip ends, we'll ask for quick feedback.

- Give a thumbs up or down
- Share what went well—or what could be better
- Your comments help improve service for everyone

